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FIG. 4

|      |               |                                     |                | ETHERNET                  |   |              |                         | PHYSIGAL LAYER (L1)     |
|------|---------------|-------------------------------------|----------------|---------------------------|---|--------------|-------------------------|-------------------------|
|      |               |                                     | JRIVERS        | ETHERNET HARDWARE DRIVERS | ETHERN  |              |                         | DATA LINK LAYER (L2)    |
| -    |               |                                     | L (IP)         | INTERNET PROTOCOL (IP)    | INI   |              |                         | NETWORK LAYER (L3)      |
| • .  |               | TRANSMISSION CONTROL PROTOCOL (TCP) | MISSION CONTRO | TRANS                     | AGRAM PROTOCOL (UDP)                          | JATAGRAM PRO | USER DAT/               | TRANSPORT LAYER (L4)    |
| 3/11 |               | PROTOCOL //                         | CONTROL        | SIGNALING                 | SIGNALING                                     | RTCP         | RTP                     | SESSION LAYER (L5)      |
|      | d<br>T<br>T   | XCONTROL                            | H.245 CALL     | H.225.0 CALL              | H.225.0<br>Terminal to<br>Gatekeeper          |              | 6.711<br>6.729<br>6.723 | PRESENTATION LAYER (L6) |
| •    | WEB<br>SERVER | REMOTEUI APP                        | CONTROL        | ALING AND CALL            | VOICE OVER IP CALL SIGNALING AND CALL CONTROL | VOICE OV     | AUDIO<br>CHANNEL        | APPLICATION LAYER (L7)  |

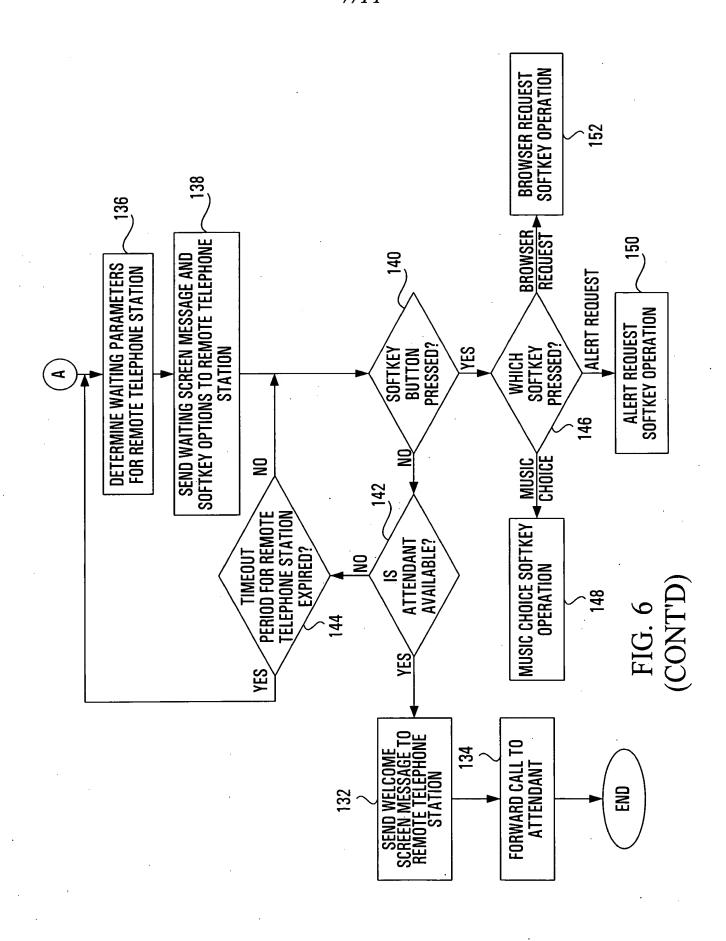
FIG. 5

В

6/11 **OPERATION AT ACD CONTROLLER START** CALL
INITIATED BY REMOTE
TELEPHONE STATION?
120 NO YES ANSWER CALL VoIP VIA H.323 PROTOCOL 122 SEND STORED GREETING MESSAGE TO REMOTE TELEPHONE STATION 124 QUERY REMOTE TELEPHONE STATION CAPABILITIES 126 SEND CONTROL SIGNALS TO REMOTE TELEPHONE STATION USER INTERFACE 128 SEND WELCOME SCREEN MESSAGE TO REMOTE TELEPHONE STATION IS ATTENDANT AVAILABLE? 130 YES 132 NO **FORWARD CALL TO** ATTENDANT 134

FIG. 6

**END** 



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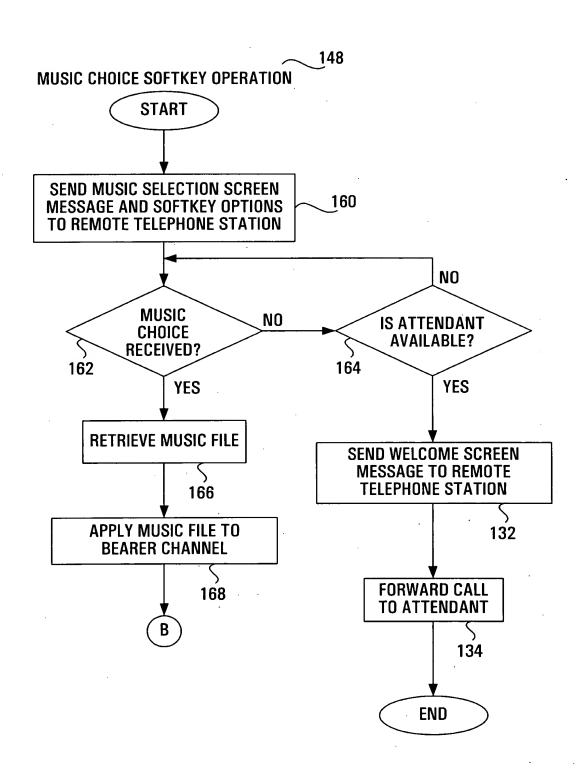
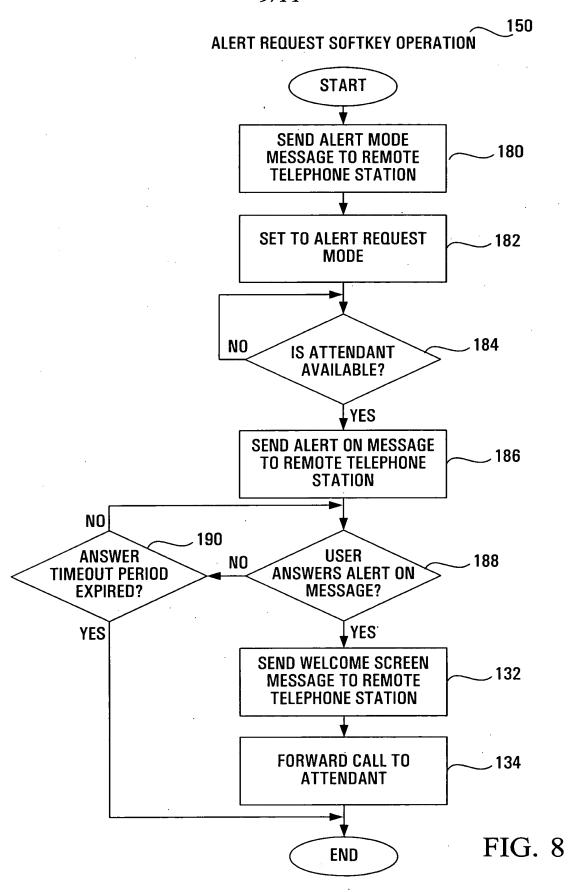
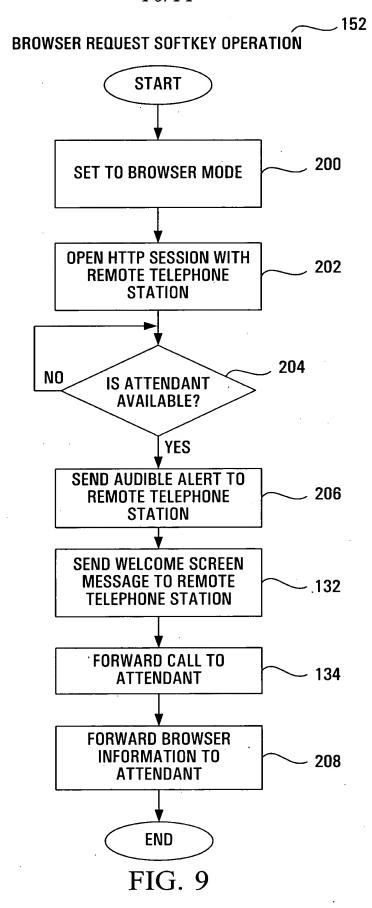


FIG. 7

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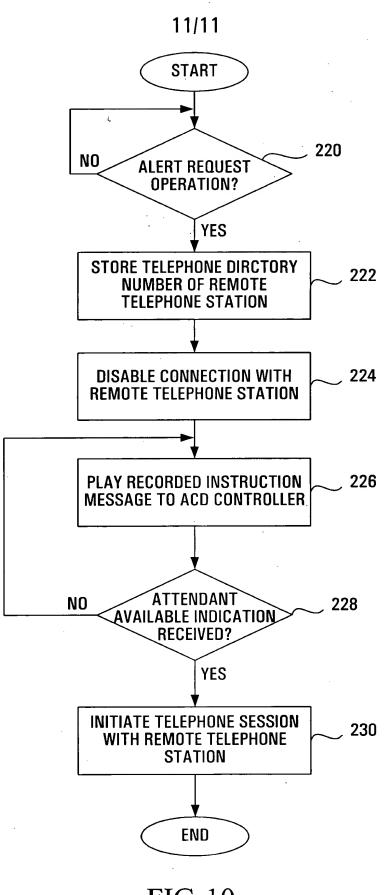


FIG. 10